

Section I.

MOTOR VEHICLE SUPPORT SERVICES OBJECTIVES

Director's Office (DO)
Executive Hearing Office (EHO)
Office of Special Investigations (OSI)
Executive Services Group (ESG)

Goal 1 To promote public safety and protection through regulation, licensing, and the administration of transportation laws.

- 1.1 EHO: DUI-related administrative law cases closed 1
- 1.2 OSI: Dealer investigation case turnaround 3
- 1.3 OSI: Dealers with repeat violations..... 4
- 1.4 OSI: Internal investigation case turnaround..... 5

Goal 3 To promote safety and security in the workplace.

- 3.1 AGENCY: ALL: Injury incident rate 7

Section II.

CUSTOMER SERVICES OBJECTIVES

Customer Service (CS)
Motor Carrier and Tax Services (MCTS)
Competitive Government Partnerships (CGP)
Division Operational Support Services (DOSS)

CUSTOMER SERVICE

Goal 2 To improve customer service.

- 2.1 AGENCY: Customer total visit time in field offices 1
- 2.2 AGENCY: Customer satisfaction with field offices..... 3
- 2.3 Abandoned vehicle reports 4

MOTOR CARRIER and TAX SERVICES

Goal 1 To promote public safety and protection through regulation, licensing, and the administration of transportation laws.

- 1.1 Medical review – Non-commercial 6
- 1.2 Medical review – Commercial 8

Goal 6 To promote the efficient generation, collection, and management of revenues to meet public needs.

- 6.1 Fuel tax evasion enforcement..... 10
- 6.2 Motor carrier on-time filing and paying 12
- 6.3 Collections – account reductions 14
- 6.4 Dishonored check resolution 16
- 6.5 Fuel tax refund compliance reviews 18

COMPETITIVE GOVERNMENT PARTNERSHIPS

Goal 2 To improve customer service.

- 2.4 Third Party Level 1 vehicle inspections 19
- 2.5 Dealer license applications 20
- 2.6 Alternate vehicle registration renewals 21

Goal 5 To increase the use of electronic service delivery.

- 5.1 AGENCY: Internet transactions 23
- 5.2 AGENCY: Percent of Internet eligible transactions and activities completed via the Internet 24
- 5.3 All electronic service delivery transactions 25

DIVISION OPERATIONAL SUPPORT SERVICES

Goal 1 To promote public safety and protection through regulation, licensing, and the administration of transportation laws.

- 1.3 DUI investigations 26
- 1.4 Records processing 27
- 1.5 Policy completion 28

Goal 2 To improve customer service.

- 2.7 Customer telephone wait time 29
- 2.8 Tech service call wait time for CSRs 30

Section III.

MOTOR VEHICLE ENFORCEMENT SERVICES OBJECTIVES

Goal 1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
1.1	Commercial vehicles weighed by mobile units	1
1.2	Commercial vehicle wave-thru decreases at fixed ports	3
1.3	Safety inspections	5
1.4	Vehicle inspections	7
 Goal 6	 To promote the efficient generation, collection, and management of revenues to meet public needs.	
6.1	Registration compliance VLT	9